

**Exhibit 250** [replacing Dkt. #1964-37] attached to Plaintiffs' Memorandum of Law in Support of Motion for Partial Summary Adjudication that Defendants did not Comply with Their Duties under the Federal Controlled Substances Act to Report Suspicious Opioid Orders and Not Ship Them (Second Corrected) at Dkt. #1910-1.

- Redactions withdrawn by Defendant

## EXHIBIT 250

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**From:** Scofield, Catny  
**Sent:** Friday, March 07, 2008 9:38 PM  
**To:** Jonas, Tracy; Gustin, Dave; Oriente, Michael; de Gutierrez-Mahorey, Bill; Pacheco, Sheila; Melton, Jenny; McIntyre, Keith  
**Cc:** Russell, Bruce; Hilliard, Gary; Walker, Donald  
**Subject:** CSMP Sales Training Presentation  
**Importance:** High

Hi all...

Attached is the CSMP Sales Training deck we will be presenting to the Denver Team on Monday. We are piloting these materials and I will make any revisions coming out of that meeting and send out a revised copy to you for your reference. I don't anticipate any/many changes and have reviewed it with Don. We will be using this deck, with the exception of the Denver Pilot information, for your Regional webcasts.

Looking forward to talking with you on Monday. Have a great weekend!

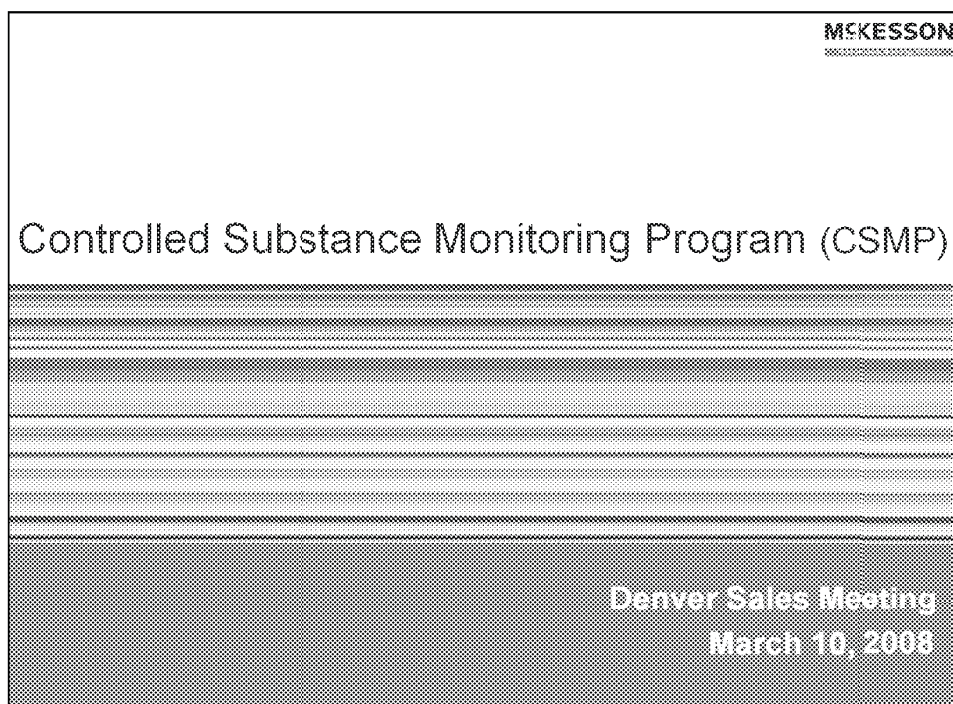
Best,  
Cathy

*Catherine Scofield*

Director, Change Leadership

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McKesson Corporation  
Pharma Business Technology Solutions  
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## Agenda

**McKesson**

- Scope of Changes
  - ~ CSMP Overview
  - ~ Threshold Overview
  - ~ New Process & Technology Changes
- Sales & Customer Readiness Approach
- DC Rollout Implementation Process
- Q & A

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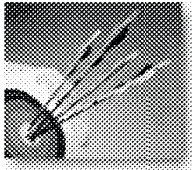
Agenda	MCKESSON
<ul style="list-style-type: none"><li>» Scope of Changes<ul style="list-style-type: none"><li>~ CSMP Overview</li><li>~ Threshold Overview</li><li>~ New Process &amp; Technology Changes</li></ul></li><li>» Sales &amp; Customer Readiness Approach</li><li>» DC Rollout Implementation Process</li><li>» Q &amp; A</li></ul>	
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## CSMP: Sales Objectives

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» RSMs & Account Managers will be able to:

- ~ Understand how the enhanced CSMP program will deliver against the mandate from the DEA
- ~ Explain all of the CSMP enhancements/changes
- ~ Effectively communicate with customers about the CSMP program
- ~ Ensure their customers are ready for go-live



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**REVIEW** session objectives.

CSMP Overview	McKESSON
<ul style="list-style-type: none"><li>» New Controlled Substance Monitoring Program<ul style="list-style-type: none"><li>~ Regulation <i>has not</i> changed, but the extent to which we are now required to monitor and provide stronger safeguards to ensure legitimate use of controlled substances <i>has</i>.</li></ul></li><li>» We have developed a technology solution that now automates the monitoring of all controlled substances, for all customers with improved operational efficiency.</li><li>» CSMP replaces the former Lifestyle Drug Management Program (LDMP)</li></ul>	
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Threshold Review	MCKESSON
<ul style="list-style-type: none"><li>» Threshold analysis process<ul style="list-style-type: none"><li>~ Analysis conducted on every customer's purchase history</li></ul></li><li>» Threshold determination<ul style="list-style-type: none"><li>~ 12 month purchase history plus margin</li></ul></li><li>» Thresholds set for every controlled substance<ul style="list-style-type: none"><li>~ Determined by DEA base codes</li><li>~ Thresholds monitored on a monthly basis</li><li>~ Real-time threshold monitoring/adjustment process for:<ul style="list-style-type: none"><li>• Returns</li><li>• Canceled orders</li></ul></li></ul></li></ul>	
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New Omit Codes and Definitions	McKESSON
<p>» Threshold Warning: Invoice &amp; Delivery Doc only</p> <ul style="list-style-type: none"><li>~ Approaching Monthly Regulatory Purchase Limit</li></ul> <p>» Omit Code V: Threshold Limit</p> <ul style="list-style-type: none"><li>~ Short Message on some Front End Systems: Monthly Max Exceeded</li><li>~ Long Invoice Message: Monthly Regulatory Maximum Purchases Exceeded</li></ul> <p>» Omit Code H: DC not licensed</p> <ul style="list-style-type: none"><li>~ Short Message on some Front End Systems: Unable to Ship</li><li>~ Long Invoice Message: Temporarily Unable to Ship</li></ul>	
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**Redacted**

Customer Technology		McKESSON
System	Messaging	
SMO	New Omit Codes on Order Ack & Invoice Ack Short Version	
PharmaServ Order Management System	3/08: New Omit Codes only 7/08: New Omit Codes with Message	
EconoLink 2000 / EconoLink for Windows	New Omit Codes only	
CLD	New Omit Codes only	
EDI	Varies based on customer system 1) New Omit Codes only 2) New Omit Codes with Message System certification/testing will be conducted prior to go-live	
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Threshold Change Request Process (TCR)	MCKESSON
<ul style="list-style-type: none"><li>‣ Change in Business: TCR Process</li><li>‣ Emergency: TCR Process</li><li>‣ Documentation required for both TCR Processes<ul style="list-style-type: none"><li>– Partnership between RSM, AM and Director, Regulatory Affairs</li></ul></li></ul> <p>Key customer message....advanced communication is key!</p>	
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New Regulatory Partners	MCKESSON
<ul style="list-style-type: none"><li>» Director, Regulatory Affairs<ul style="list-style-type: none"><li>– One in each Region<ul style="list-style-type: none"><li>• Tracy Jonas, West Region</li><li>• Dave Gustin, North Central</li><li>• Michael Oriente, North East Region</li><li>• Bill Mahoney, South Region</li></ul></li><li>– Roles &amp; Responsibilities<ul style="list-style-type: none"><li>• Managing and oversight for the CSMP program</li></ul></li></ul></li></ul>	
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YSOS – New CSMP Omits/Warnings	MCKESSON
<ul style="list-style-type: none"><li>» View of omit/warning messages and combinations<ul style="list-style-type: none"><li>~ Threshold Warning Message</li><li>~ Omit &amp; Warning message<ul style="list-style-type: none"><li>• “G” partial omit &amp; CSMP warning message</li><li>• “O” order filtering omit &amp; CSMP warning message</li></ul></li><li>~ Omit “H” – DC&lt;&gt;DC License not valid<ul style="list-style-type: none"><li>• Invoice Display Message</li></ul></li><li>~ Omit “V” – partial or full CSMP omit &amp; Warning Message<ul style="list-style-type: none"><li>• Invoice Display Messages</li></ul></li></ul></li></ul>	
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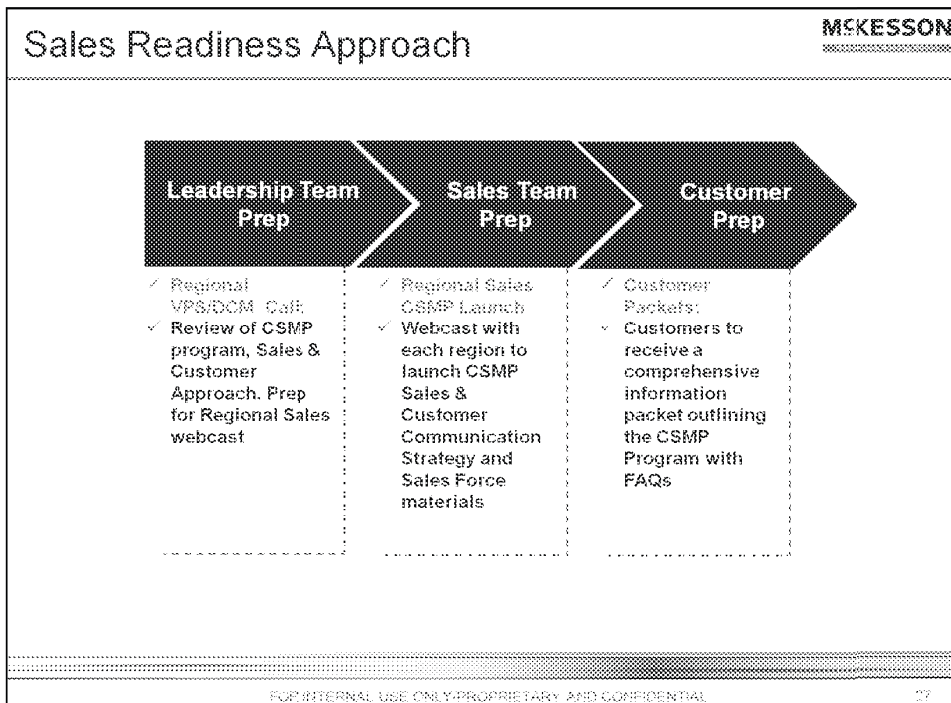
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ServiceFirst Escalation Process	MCKESSON
<ul style="list-style-type: none"><li>» Need for consistency in customer escalation process<ul style="list-style-type: none"><li>– 1<sup>st</sup> Escalation Path<ul style="list-style-type: none"><li>• Refer to RSM, AM with detailed customer information</li><li>• Partnership between Customer, RSM, AM &amp; Director, Regulatory Affairs</li></ul></li><li>– 2<sup>nd</sup> Escalation Path<ul style="list-style-type: none"><li>• If RSM, AM is unavailable call:<ul style="list-style-type: none"><li>• DSM with detailed customer information</li><li>• VPS with detailed customer information</li><li>• Director, Regulatory Affairs with detailed customer information</li></ul></li></ul></li></ul></li></ul>	
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Suspicious Order Investigation	MCKESSON
<p>» <b>Level I Review</b></p> <ul style="list-style-type: none"><li>~ Threshold exceptions will trigger Level I Review</li><li>~ Determine if the sales are approved or inconclusive</li><li>~ Item blocked until cleared</li></ul> <p>» <b>Level II Review</b></p> <ul style="list-style-type: none"><li>~ Conducted by Regulatory Director and Local Management Team</li><li>~ Conduct an interview with the customer, if appropriate</li><li>~ Evaluate threshold levels and adjust if appropriate</li><li>~ Item blocked until clear</li></ul> <p>» <b>Level III Review</b></p> <ul style="list-style-type: none"><li>~ All controls blocked</li><li>~ Escalation to Regional SVP, SVP, Distribution Operations and VP, Regulatory Affairs</li><li>~ Report to DEA as suspicious</li><li>~ Senior Management Review of Findings</li></ul>	
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Agenda	MCKESSON
<ul style="list-style-type: none"><li>» Scope of Changes<ul style="list-style-type: none"><li>– CSMP Overview</li><li>– Threshold Overview</li><li>– New Process &amp; Technology Changes</li></ul></li><li>» Sales &amp; Customer Readiness Approach</li><li>» DC Rollout Implementation Process</li><li>» Q &amp; A</li></ul>	
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Sales Tools & Resources	McKESSON
<p>» Sales Readiness</p> <ul style="list-style-type: none"><li>» Sales Awareness Materials<ul style="list-style-type: none"><li>» Objective/ Overview of CSMP</li><li>» Process Overview<ul style="list-style-type: none"><li>» Scope of Changes</li></ul></li><li>» New Process &amp; Technology Changes</li><li>» Examples of New Documents</li></ul></li><li>» Customer Readiness Materials<ul style="list-style-type: none"><li>» Program Overview &amp; Customer FAQs</li></ul></li></ul>	
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Customer Materials		McKESSON
» Customer Letter		TBD
» CSMP Customer Information Packet		April
~ CSMP Program Overview		
~ FAQs		
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Agenda	<b>McKESSON</b> XXXXXXXXXXXX
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Denver Pilot	<b>MCKESSON</b> CONFIDENTIAL
» CSMP will Pilot at the Denver DC starting on 3/10	
» Pilot Customers	
~ 8 Independent and 2 Hospital accounts ~ RNAs excluded from Denver Pilot	
» Pilot Item Activation:	
~ Initially, the 4 LDMP base codes (600 items) will be activated for pilot customers ~ If the pilot with the 4 LDMP base codes goes well, all items for pilot customers will be activated by the end of week one	
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- ~ Additional customer activation will be completed in waves over a 2 week time period
- ~ Target to complete activation of all Denver customers (except RNAs) by 3/31

- ~ Accounts not activated on the first of month will have CSMP tracking only for dates customer and items are active for the current month
- ~ If an account is activated mid-month LDMP monitoring will continue until the first of the following month

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Denver Pilot (cont)				MCKESSON
Terr #	Acct #	Acct Name	Mon / \$	Reason
<b>Redacted</b>				
30	416751	PLATTE VALLEY FAMILY HM	55,959	New location in medical complex not a lot of purchase history
<b>Redacted</b>				
40	652132	CORNELL PRESCRIPT PHY HM	156,890	Mid-size account with higher than average control purchases due to location to large hospitals
<b>Redacted</b>				
70	241182	PRESCRIPTION SHOP ACH RXP	328,846	Larger account that would be flexible to this pilot
<b>Redacted</b>				
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DC Rollout Strategy	MCKESSON
<ul style="list-style-type: none"><li>» <b>Next group of DC activation to CSMP targeted to begin on 4/1</b><ul style="list-style-type: none"><li>» ServiceFirst will always be alerted to new DC &amp; customer on-boarding prior to activation</li><li>» 2 DCs per region for second wave of DC implementation</li><li>» No RNAs</li></ul></li><li>» <b>Potential DCs include:</b><ul style="list-style-type: none"><li>» OKC</li><li>» Lakeland</li><li>» Conroe</li><li>» WCH</li><li>» Carol Stream</li><li>» Landover</li><li>» Delran</li><li>» Salt Lake City</li><li>» Sacramento</li></ul></li></ul>	
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DC Rollout Strategy	MCKESSON
<ul style="list-style-type: none"><li>» Implementation Strategy similar to Pilot<ul style="list-style-type: none"><li>~ Select number of customers on day one</li><li>~ Phase in remaining customers during month</li></ul></li> <li>» Remaining DC implementation begin on 5/01<ul style="list-style-type: none"><li>~ All remaining DCs on for all customers (including RNAs), all items</li><li>~ Includes RNAs for Denver, second group of DCs</li></ul></li> <li>» CSMP Rollout completed by 5/28<ul style="list-style-type: none"><li>~ All DCs</li><li>~ All Pharma customer segments</li><li>~ All items active and monitored by CSMP</li></ul></li></ul>	
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